

AREA NETWORK SERVICE CENTER

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Attachment: 1. Long Lines Area Map

1.0 GENERAL

- 1.01 This section describes the organization and responsibilities of the "Area Network Service Centers".
- 1.02 The Long Lines Department of the American Telephone and Telegraph Company has established Area Network Service Centers in the headquarters cities of each of their six operating Areas. (See Attachment #1)
- 1.03 The objectives of these centers is to improve DDD service through the detection and correction of network problems using FNPA trouble data from all locations.
- 1.04 Associated Company "Network Analysis Bureaus" concentrate their improvement efforts in their "backyard" or Prime Area and Prime Area Extensions. The Area Network Service Centers will analyze the FNPA failures on the major inter-toll routes between class 1, 2, or 3 offices.
- 1.05 Transmittal of trouble patterns between Associated Company Bureaus and Long Lines Service Centers is accomplished using the "Network Service Improvement" form. (See Section 010-401-011 Attachment #6)

2.0 DATA SOURCE

- 2.01 Each Area Network Service Center should contact the DDD Bureaus within its area and arrange to receive daily data from the bureau for the analysis of intertoll network failures.
- 2.02 Operator reports have proven to be the best indicators of network trouble and the best source of data for network analysis. In areas served by cord boards these report volumes are low and may require longer periods of time to establish trouble patterns. Areas served by Traffic Service Position Systems (TSPS) will receive far greater volumes of reports which will allow faster identification of network problems.
- 2.03 Customer requests for credit are available in the form of printouts consisting of reports of cut-offs, transmission, or other troubles which cause customers to request credit on DDD calls. Monthly printouts can be obtained from the DDD Bureaus.
- 2.04 Re-order trap printouts should be obtained from the switching machine locations and used as an aid in performing network analysis.

2.05 Other data which may be helpful in identifying intertoll network problems are:

- (1) Billing Tapes percent completion
- (2) Employee reports of interstate failures
- (3) Customer complaints of interstate failures
- (4) Ineffective Machine Attempts
- (5) Service Observing Results

2.06 There are many different sources of information on network troubles. In those cases where the volume is low it will require the merging of all sources for the analysis process.

3.0 AREA NETWORK SERVICE CENTER DUTIES

3.01 The following duties, with a brief description, are the responsibilities of a fully operational Area Network Service Center.

(1) *Collection, Analysis, Detection and Correction of Network Troubles*

This involves collecting network trouble information of an FNPA nature, analysis and pattern referral to the responsible groups for clearance.

(2) *Detect Deficiencies in Planning, Operations, Maintenance and Administration of the Network*

Deficiencies causing network failures are identified and necessary corrective action is recommended.

(3) *Improve Our Ability to Measure Network Service*

Apply experience gained in operating Service Centers to determine improved means of measuring network service.

(4) *Provide An Inter-Face with Associated Company Service Bureaus*

Cooperate with Associated Company DDD Bureaus in the Analysis of FNPA data for correction of facility problems on the network.

(5) *Interface with Other ANSC's*

Trouble patterns involving other ANSC's or Associated Company Service Bureaus are transmitted to them verbally or by means of the DDD Service Improvement form. (See Section 010-401-011 Attachment #6)

(6) *Analyze Inter-State Customer Trouble Reports*

Complaints from inter-state users of the DDD network are forwarded to the serving ANSC for resolution and coordination on a national basis. These may involve both special and message service users.

(7) *ANSC Activity Summary*

Publish a summary which lists ANSC activity, and identifies weakspots detected as a result of network analysis.

(8) *Provide Assistance and Direction to Switching Center Groups*

Information derived from network analysis is furnished to Dial Administrators, Machine Maintenance, and Toll Testboard groups to assist them in providing improved service.

(9) *Coordinate Network Improvement Activities*

The analysis of FNPA data furnishes weakspot information which can be used to coordinate DDD improvement activities, i. e. Quality Control Reviews, C.M.P. etc.

(10) *Exchange Data With Other Groups*

Data collected by ANSC's is exchanged with other groups involved in network service analysis, such as Network Management and Regional Operations Control Centers.





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Map shows six operating areas of the Long Lines Department. The areas are organized for close coordination with associated operating telephone companies in providing interstate and international communication services.



